

my|CalPERS Online Help

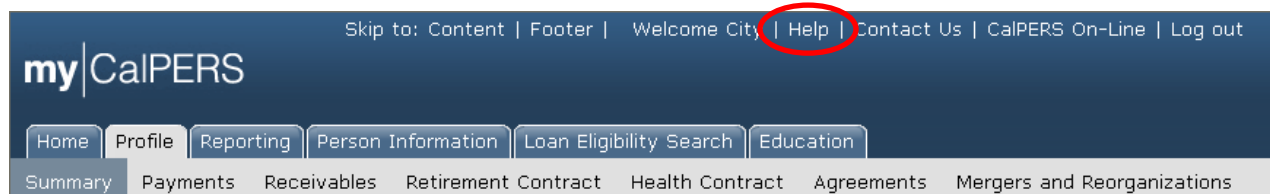
my|CalPERS Online Help

my|CalPERS Online Help is the first reference that members, business partners, and CalPERS staff will access when they need information about how to perform an activity while using my|CalPERS. Online Help contains information about every screen, section and field in my|CalPERS.

Screen-level help

Online help can be accessed by selecting the global **Help** link at the top of every my|CalPERS screen. This link allows users to access online help for the current displayed screen.

All fields that could display on the screen, based upon the perspective by which a user is logged in, are identified and defined. Even if the user is not able to view all fields on the actual my|CalPERS screen, the definitions of each field will be available in online help.



User sensitive help information

Online help will display based upon the user's login perspective. The three login perspectives are:

- CalPERS staff
- Business Partners
- Members

This means that online help is designed to provide assistance to the specific type of user, such as an employer business partner. When logged in as a business partner, for example, only pertinent fields and screens will display.

my|CalPERS Online Help, Continued

Online Help Screen format

my|CalPERS Online Help screens have three sections: the Toolbar, Left hand navigation section and the Contents pane.

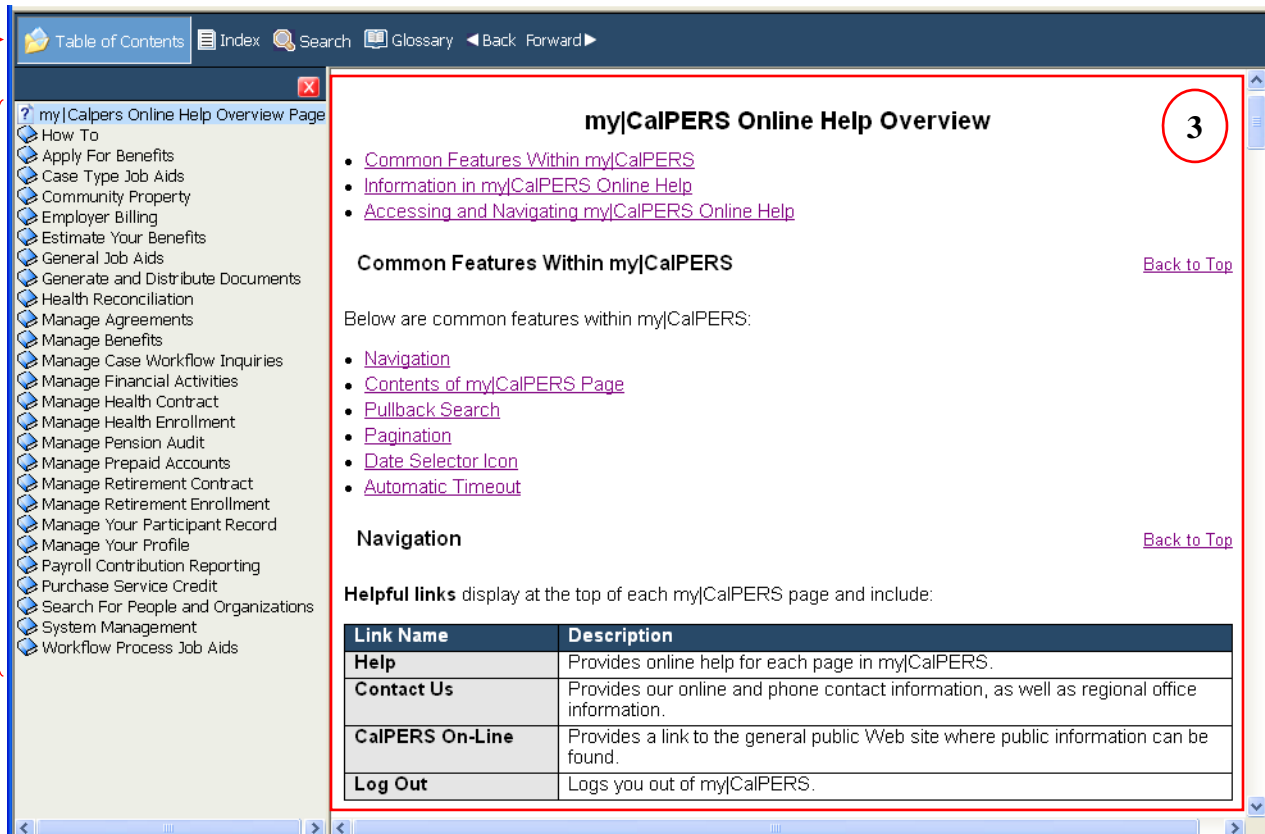
1. The Toolbar displays horizontally across the top of the Online Help screen.

- The Table of Contents, Index and Search options open menus that allow the user to navigate to specific content.
- The my|CalPERS Online Help Glossary contains frequently used acronyms and common terms that appear throughout online help.
- The back and forward options provide additional navigational functionality when selected.

2. The left-side navigation section displays content and functionality associated with the Table of Contents, Index, Search, or Glossary options, depending on the option selected in the Toolbar.

- The left-side navigation pane can be closed to optimize space on the screen by selecting the close button (X) in the top right corner of the left-side navigation pane.
- You can re-open the left-side navigation pane by selecting one of the toolbar options.

3. The Contents pane displays my|CalPERS Online Help page links.



my|CalPERS Online Help, Continued

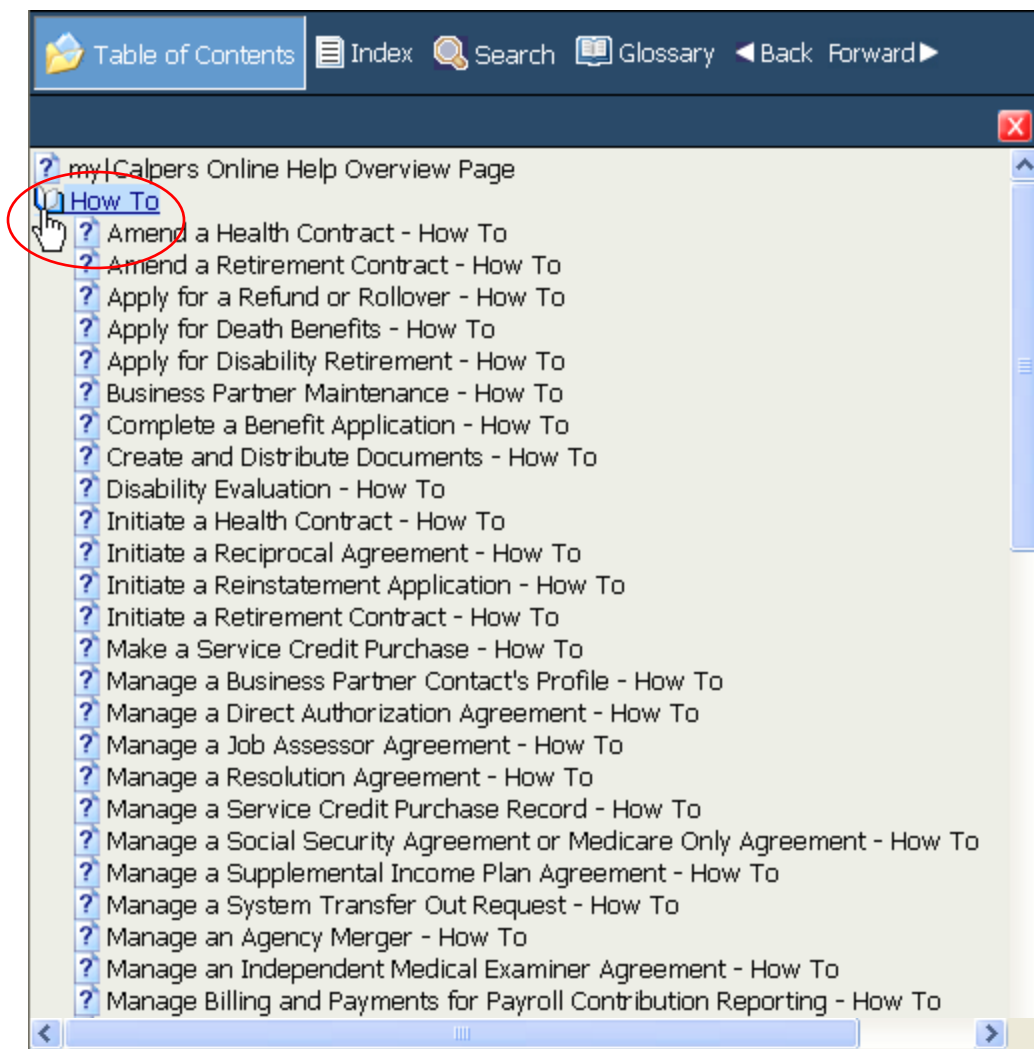
Table of Contents

The Online Help Table of Contents displays in the left-side navigation section of the Online Help screen and provides the names of each online help and “How To...” topic. Select a topic to view the contents of the Online Help available for the displayed screen.

Table of Contents books

To assist you in finding the online help page or “How To...” content, the Table of Contents is divided into books (or folders) by business processes or common functionality.

All online help pages are grouped within these books in alphabetical order; an online help page displays only once in the Table of Contents. All “How To...” online help pages are displayed alphabetically in a single book.



my|CalPERS Online Help, Continued

Search Online Help pages

The Online Help search allows you to search for and view words or phrases within all Online Help screens and “How To...” pages.

Words and phrases can be combined to create a more complex search:

Use...	To search for pages containing...	For example...
<i>and</i> between terms	<i>both</i> terms	Enter: member and nonmember To find: pages with both “member” and “nonmember”
<i>or</i> between terms	<i>either</i> term	Enter: member or nonmember To find: pages with either “member” and/or “nonmember”
quotation marks around terms	the exact phrase in quotes	Enter: “member and nonmember” To find: pages with exactly “member and nonmember”

Table of Contents Index **Search** Glossary ◀ Back Forward ▶

Type in the word(s) to search for:
member

☒ Highlight search results

Go

218 Agreement Summary Page
ADA Compliance: Apply for Death Benefits - How To
Add Contacts Page
Add Exclusion Details Page
Add Exclusion List Page
Add Related Party to Case Page
Appointment Change Page
Appointment Details and Event Page
Appointment Details Page
Appointment List - Division Page
Appointment List Page

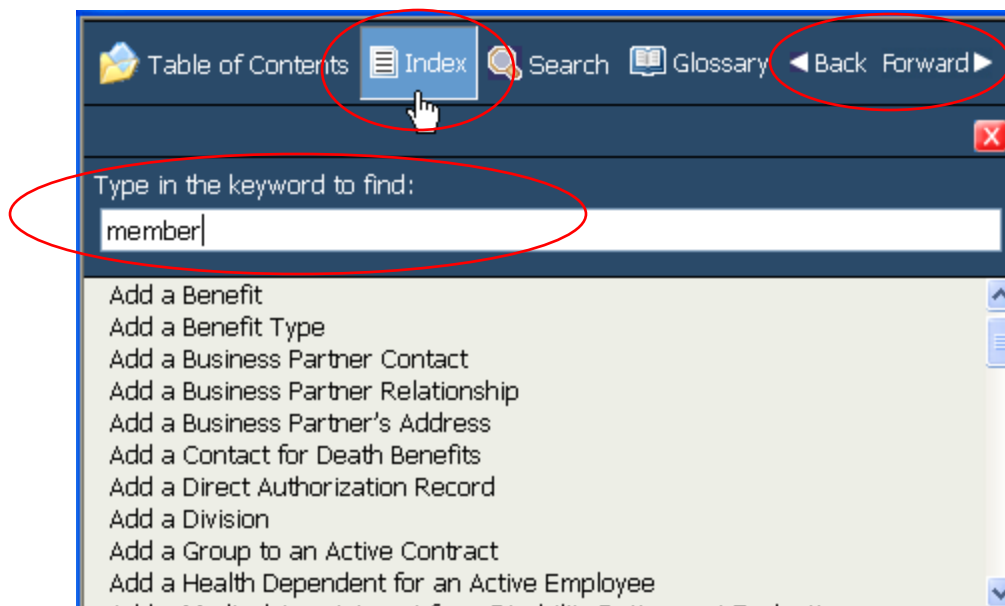
Highlighting Search Results

The **Highlight Search Results** checkbox is selected by default. Every instance of the word(s) or phrase searched will be highlighted in yellow within the pages displayed in the Search results.

The checkbox may be de-selected to prevent the search criteria from being highlighted.

my|CalPERS Online Help, Continued

Using the Index The index provides the option for entering a keyword to view all online help and “How To...” pages that have been associated with the keyword. A list of Online Help and How To... pages that contain the indexed word displays in alphabetical order.



Index vs. Search Keywords indexed for every page are: the page title, section names, and associated “How To...” names. Index terms and search results are mutually exclusive; Index keywords and phrases are *assigned* to a page, while the Search function is dependent on the *text within* the online help page.

Back and Forward buttons Selecting the **Back** and **Forward** buttons on the toolbar navigates to the online help pages recently visited (since accessing my|CalPERS Online Help). These buttons do not navigate back to my|CalPERS screens.

Printing Online Help information To print a page within Online Help:
1. Right-click anywhere within the Online Help content section.
2. Select **Print** in the menu that displays.

- End -